



# **BlackBerry UEM Client for Android User Guide**



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# Getting started with BlackBerry UEM Client

You use the BlackBerry UEM Client to activate your device for work. When you activate your device, the device is associated with BlackBerry UEM and is granted access to work data and the productivity apps that your administrator assigned to your device. Your administrator determines the degree of protection for your device based on your role and assigns IT policies and profiles to make sure the appropriate device features are available to you and to secure work data on your device.

You can download the BlackBerry UEM Client for Android devices from the Google Play store.

## Activate your Android device

Your device is ready to be activated when you receive an activation email from your administrator.

The activation email includes the information that you need to activate your device. If you need a new activation email or your activation password has already expired, create a password in BlackBerry UEM Self-Service or contact your administrator.

If you received an activation QR Code from your administrator, you can use it to activate your device. When you activate a device with a QR Code, you don't need to type any information.

If you received instructions from your administrator about using your enterprise credentials, you are redirected to your organization's sign-in page to activate the device.

To activate the device, you must allow the UEM Client to access the phone on your device.

1. On the device, install the BlackBerry UEM Client from Google Play. If UEM Client was installed as part of a device data transfer (for example, back up and restore to a new device), reinstall it and proceed with a new activation.
2. Open the UEM Client.
3. Read and accept the license agreement.
4. Do one of the following:

Task	Steps
Use a QR Code to activate the device	<ol style="list-style-type: none"><li>a. Tap  <b>Scan QR Code</b>.</li><li>b. Tap <b>Allow</b> to allow the UEM Client to take pictures and record video.</li><li>c. Scan the QR Code in the activation email.</li></ol>
Manually activate the device	<ol style="list-style-type: none"><li>a. Tap <b>Enter credentials provided in your activation email</b>.</li><li>b. Type your work email address. This is the email address where you received the activation email. Tap <b>Next</b>.</li><li>c. If necessary, type the server address found in your activation email and tap <b>Next</b>.</li><li>d. If necessary, type your username.</li><li>e. Type your activation password and tap <b>Activate My Device</b>. If your activation password is expired, create a new password in BlackBerry UEM Self-Service or contact your administrator.</li></ol>

5. Tap **Allow** to allow the UEM Client to make and manage phone calls.
6. Wait while the profiles and settings are pushed to your device.
7. On the **Set up your profile** screen, tap **Set up** and wait while a work profile is set up on the device.
8. If you are prompted, log in to your Google account with your Google email address and password. If you do not have a Google account, you can create one at this point.
9. On the unlock selection screen, choose a screen unlock method.
10. If you are prompted with the **Secure start-up** screen, tap **Yes** to require a password when the device starts.
11. Type a device password, and type it again to confirm it. Tap **OK**.
12. Select one of the options for how you want your notifications to show. Tap **Done**.
13. Create a UEM Client password and tap **OK**. If you are using BlackBerry Dynamics apps, you will also use this password to sign in to all of your BlackBerry Dynamics apps.
14. On the next screen, tap **Enroll** and follow the on-screen prompts if you want to set up fingerprint authentication for the UEM Client and any BlackBerry Dynamics apps that you have. Otherwise, tap **Cancel**.
15. If you are signed out of your device, unlock your device to complete the BlackBerry UEM activation.
16. If prompted, tap **OK** to allow the connection to BlackBerry Secure Connect Plus and wait while the connection is turned on.
17. Optionally, if your administrator has set up Microsoft Azure conditional access, do one of the following:

Task	Steps
Install the Microsoft Authenticator app on your device, and sign into Microsoft Azure	<ol style="list-style-type: none"> <li>a. On the Microsoft Online Device registration screen, tap <b>Continue</b>.</li> <li>b. Sign in with your Microsoft Azure credentials.</li> <li>c. On the <b>Help us keep your device secure</b> screen, you must download the Microsoft Authenticator app. Tap <b>Get the app</b>.</li> <li>d. In the app store, tap <b>Install</b>.</li> <li>e. When prompted to allow diagnostics collection, tap <b>OK</b>.</li> <li>f. Sign in with your Microsoft Azure credentials.</li> <li>g. Tap <b>Register</b>.</li> </ol>
Sign into Microsoft Azure	<ol style="list-style-type: none"> <li>a. On the Microsoft Online Device registration screen, tap <b>Continue</b>.</li> <li>b. Tap on your account.</li> <li>c. Sign in with your Microsoft Azure credentials.</li> <li>d. On the <b>Help us keep your device secure</b> screen, tap <b>Register</b>.</li> <li>e. Tap <b>Open</b> to view the UEM Client compliance screen.</li> </ol>

18. If you are prompted, follow the instructions on the screen to install work apps on your device.

**After you finish:** To verify that the activation process completed successfully, perform one of the following actions:

- In the UEM Client, tap **⋮** > **About**. In the **Activated Device** section, verify that the device information and the activation time stamp are present.
- In the BlackBerry UEM Self-Service console, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

## Set up fingerprint authentication

If your administrator allows this option and the feature is supported on your device, you can set up fingerprint authentication to unlock the BlackBerry UEM Client instead of typing a password. If you do not see this option, contact your administrator.

1. Tap .
2. Tap .
3. In the Password and Fingerprint section, tap **Set up fingerprint**.

## Install or update work apps

If a required app is not installed, your administrator may restrict or remove access to work data. Optional apps are apps that your administrator recommends, but you are not required to install them on your device.

When you download a required app or an optional app that you use for work purposes, you might have to pay for the app and then reclaim the cost from your organization.

**Before you begin:** [Activate your device](#)

1. In the BlackBerry UEM Client app, tap **Assigned work apps**.
2. Do one of the following:
  - To install work apps, tap the **Required** tab and install all required apps, then tap the **All** tab and install any optional apps that you want.
  - To update work apps, tap the **New** tab and tap **Update** beside each app that you want to update.

## Setting up work email

After you activate your device, you may receive a notification to set up your work email. Follow the instructions on the screen and complete the setup. If your work email is not automatically configured, contact your administrator for more information.

## Using BlackBerry UEM Self-Service

You can use the BlackBerry UEM Self-Service console to set activation passwords, manage BlackBerry Dynamics apps, preauthenticate your devices, and perform basic commands such as lock a device or change a device password. For more information about using BlackBerry UEM Self-Service, [see the BlackBerry UEM Self-Service user guide](#).

## Using BlackBerry 2FA

If your administrator enabled BlackBerry 2FA on your device for two-factor authentication, your device can be used as the second factor of authentication. This helps make sure that only authorized users are accessing your organization's resources. For example, after you enter your directory password to access resources, you are immediately prompted on your device to confirm the connection.

The first factor is your directory password. The second factor can be one of the following:

- A prompt that you must confirm on your device before it expires.
- A one-time password that you enter together with your username or directory password.

On the BlackBerry UEM Client home screen, swipe left or right to access any BlackBerry 2FA features that your administrator has enabled for you.

## Use direct authentication

If your administrator has configured BlackBerry 2FA for your device and has enabled the direct authentication feature for your device, you can pre-emptively authenticate from the BlackBerry UEM Client before you log in to access your organization's resources. When you use direct authentication, you must use your directory password to log in to your organization's resources within the time limit that your administrator specifies. You can use the direct authentication feature to authenticate to your organization's resources instead of receiving a confirmation prompt and without using a one-time password.

1. On the BlackBerry UEM Client home screen, swipe to the **Direct Authentication** screen.
2. Tap **Authenticate now**.  
A success message appears when authentication is successful.

**After you finish:** Log in to your organization's resources using your directory password within the time limit specified on the **Direct Authentication** screen.

## Use a One-Time Password

If your administrator has configured BlackBerry 2FA for your device and has enabled the One-Time Password feature for your device, you can use the One-Time Password that appears in the BlackBerry UEM Client when you log in to access your organization's resources. You enter the One-Time Password together with your username or directory password. You can use a One-Time Password when your device cannot receive confirmation prompts because it doesn't have sufficient network connectivity.

1. On the BlackBerry UEM Client home screen, swipe to the **One-Time Password** screen.
2. Make note of the One-Time Password. Each One-Time Password expires after 30 seconds.
3. On the computer or device that you're trying to access work resources from, do one of the following:
  - In the **Username** field, enter your username, a comma (,), then the One-Time Password. Only a comma (no spaces) separates your username and One-Time Password. For example, if your username is "janedoe" and the One-Time Password is "555123", type "janedoe,555123".
  - In the **Password** field, enter the One-Time Password in front of your directory password (without spaces or characters separating them). For example, if the One-Time Password is "123456" and your directory password is "qweRTY", type "123456qweRTY".

## Preauthenticate your device

If your administrator has configured BlackBerry 2FA for your device, you can request preauthentication from the BlackBerry UEM Client. Preauthentication allows you to access work resources for a predetermined period without being prompted for confirmation or a password on your device. You can use the preauthentication feature when you know you won't have access to your device, when you know you will be out of mobile coverage, or when you are only able to connect one device to a wireless network or hotspot. For example, if you can only connect one device to a network at a time, you can preauthenticate on your mobile device, and then log in to your work resources from the other device.

You can also preauthenticate your device from the BlackBerry UEM Self-Service console. For more information about using BlackBerry UEM Self-Service, [see the BlackBerry UEM Self-Service user guide](#).

1. On the BlackBerry UEM Client home screen, swipe to the **Preauthentication** screen.
2. Tap **Request preauthentication**.

3. Enter the number of hours that you want to be preauthenticated for. Your administrator specifies the maximum number of hours that you can preauthenticate for.
4. Tap **Request**.  
A confirmation screen displays the expiration date and time of preauthentication.
5. Tap **Close**.

# About activation types

Depending on your organization's policies, your administrator will choose an activation type for your device. Some activation types allow only a work profile on the device, while some include a work and a personal profile. Depending on the activation type, your administrator can manage only the work profile or manage the work and personal profiles. If your administrator wants to manage the work profile only, your personal profile is kept private. For example, if you have a personal device that you use for work, it will have a work and personal profile. Your administrator can delete data in the work profile if necessary, but not in your personal profile. But if you have a work device that your organization owns, your administrator can delete all data (in the work profile and even in the personal profile) on the device.

# About device compliance

You can tap the compliance status on the BlackBerry UEM Client home screen to view the compliance report. The compliance report lists the policies that your organization is enforcing on your device.

If your device is out of compliance, and the compliance issue is not resolved before the date displayed in the compliance report, your administrator may restrict or block your device from accessing work resources and networks. If you do not know how to resolve the issue, contact your administrator.

Here are some compliance policies that your organization may enforce:

- **Rooted or jailbroken status:** If your device is rooted, it means that you or someone else ran software or performed an action on the device that allows root access to the operating system of the device. You or your administrator might have to remove the rooting software from the device or perform some actions on the device to restore the device to the default state.
- **Password:** The password on your device must meet the complexity requirements that your organization specifies.
- **Device model:** Your organization might allow only specific device models to be activated for work. You must use a device that meets the security requirements for your organization.
- **OS version:** Your organization might allow only devices that are running specific versions of Android OS to be activated for work.
- **Security patch level:** Security patches are distributed by your device manufacturer and can be found when you check for system updates on your device. Install the latest security patch available for your device model.
- **Device out of contact:** A device is out of contact if BlackBerry UEM cannot contact it after a specific length of time. For example, your device might become out of contact if it does not have a network connection.
- **Required work apps installed:** The required apps that your organization wants you to install on your device are displayed on the Assigned work apps screen. Your administrator can detect when required apps are not installed and may restrict your access to work data if the required apps are not installed. If a work app has an update available, you should install it on your device.
- **Nonassigned or restricted apps installed:** If you installed an app on your device that is not a required app or an optional app assigned to you for work purposes, you need to remove the app from your device. Any restricted apps will need to be removed from your device.

# About IT policies

An IT policy is a set of rules that control the security features and behavior of your device. For example, if your organization requires that you set a password for your device, your administrator applies an IT policy to your device that includes a rule that requires you to set a password. On the home screen, you can tap the IT policy icon to see the rules that are applied to your device.

You cannot change or turn off an IT policy rule. The IT policy rules that are applied to your device are part of the overall security policy of your organization. For more information, contact your administrator.

# About profiles

Profiles permit you to access work resources on your device. For example, your administrator assigns profiles to your user account so that you can access your work email account, Wi-Fi connections, VPN connections, and security certificates.

On the home screen, you can tap the Assigned Profiles section to view profiles that are assigned to your device. Note that only profiles that are applicable to the BlackBerry UEM Client are displayed.

# About certificates

Certificates are used to authenticate your device to access work resources and networks.

If your administrator assigns a certificate profile to your user account, you receive a prompt on your device to install the certificate. Record the information displayed in the prompt and follow the instructions to install the certificate. If you are prompted to enter a password that is not provided, contact your administrator.

## Import Entrust certificates

If your administrator assigned Entrust smart credentials to you, you must activate them from the Entrust IdentityGuard self-service portal and then import the certificates to the Profiles screen in the BlackBerry UEM Client.

### Before you begin:

- Activate your device with the BlackBerry UEM Client.
1. Log in to the Entrust IdentityGuard self-service portal.
  2. Obtain the QR Code and password from the Entrust IdentityGuard self-service portal.
    - a) Click **I'd like to activate or update my smart credential**.
    - b) Select the **I'd like to activate or update my smart credential** option again. Click **Next**.
    - c) Select one of the smart credentials that you want to use. Click **OK**.
    - d) Select the **I'm activating a mobile smart credential identity hosted on my mobile device** option. Click **Next**.
    - e) Select **Activate my smart credential by having my mobile device use its associated data network** option. Click **Next**.
    - f) In the **Identity Name** field, type a name. Click **OK**.  
A QR Code and a password appears.
  3. On the device, open the UEM Client.
  4. Tap **Assigned profiles > Import certificates**.
  5. Beside the Entrust smart credentials, tap **Activate**.
  6. Tap the camera icon and scan the QR Code from the Entrust IdentityGuard self-service portal.
  7. Enter the password from Entrust IdentityGuard self-service portal. Click **OK**.  
An "Activating. Please wait" message appears. This may take a few minutes.
  8. A success confirmation message appears. Click **OK**.

# About privacy

Before you activate your device, you can click a link in the end user licensing agreement to view the BlackBerry privacy policy.

# About rating and reviewing apps

Your administrator can allow you to rate apps, provide reviews of apps, and see reviews provided by other users. You can rate an app without a review, but you must include a rating when you provide a review of the app. After you rate and provide a review of an app, you can change or delete your rating and review.

# Change your BlackBerry Dynamics app password

If your administrator allows BlackBerry UEM Client to authenticate other BlackBerry Dynamics apps, you can change your BlackBerry Dynamics app password in the BlackBerry UEM Client. You can use your BlackBerry Dynamics app password to activate and access apps protected by BlackBerry Dynamics.

1. On the BlackBerry UEM Client home screen, tap .
2. Tap .
3. Tap **Change application password**.
4. Type your current password.
5. Type and confirm the new password.
6. Tap **OK**.

# Upload log files to BlackBerry Support

If requested by BlackBerry Support, you can upload log files to help troubleshoot an issue you are having with BlackBerry Dynamics apps. Your administrator can enable detailed app logging to debug level. When enabled, the app logs can assist in finding possible causes of issues that users might encounter.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Upload Logs**. The Log upload status bar displays the upload progress.
4. Click **Close**.

# Use a third-party identity provider to unlock, activate, and reset your password for BlackBerry Dynamics apps

You can use your log in credentials for your organization's third-party identity provider to unlock, activate, and reset your password for BlackBerry Dynamics apps.

## Unlock a BlackBerry Dynamics app using a third-party identity provider

If one of your BlackBerry Dynamics apps, such as BlackBerry Work, has been locked, you can use your organization's identity provider to unlock the app. Note that your organization's administrator has to enable this feature before you can use it.

1. On the **Application Remote locked** screen on the device, tap **Unlock**.
2. On the **Application Unlock** screen, tap **Sign in**.
3. Enter the email address that you use to sign in to your organization's identity provider and tap **Next**.
4. Enter the username that you use to sign in to your organization's identity provider and tap **Next**.
5. Enter the password that you use to sign in to your organization's identity provider and tap **Sign in**.
6. After the BlackBerry Dynamics app activates, enter and confirm a new password.

## Activate a BlackBerry Dynamics app after a device restore using a third-party identity provider

After you have restored your device from a backup, you can log in to the device with your organization's third-party identity provider (for example, Okta or Ping Identity) credentials and activate BlackBerry Dynamics apps.

1. On the **Application Unlock** screen, tap **Sign in**.
2. Enter the email address that you use to sign in to your organization's identity provider and tap **Next**.
3. Enter the username that you use to sign in to your organization's identity provider and tap **Next**.
4. Enter the password that you use to sign in to your organization's identity provider and tap **Sign in**.
5. After the BlackBerry Dynamics app activates, enter and confirm a new password.

## Reset your BlackBerry Dynamics app password using a third-party identity provider

If you have forgotten the password for your BlackBerry Dynamics app, you can use your organization's third-party identity provider to set a new password.

1. When you are logging in to the app, on the password screen, tap **Forgot password**.
2. Tap **Sign in**.
3. Enter the email address that you use to sign in to your organization's identity provider and tap **Next**.
4. Enter the username that you use to sign in to your organization's identity provider and tap **Next**.
5. Enter the password that you use to sign in to your organization's identity provider and tap **Sign in**.

6. After the BlackBerry Dynamics app activates, enter and confirm a new password.

# Deactivate your device

If you do not want your administrator to manage your device you can deactivate your device. If you deactivate your device, you remove the connection between your device and your work resources. You cannot connect to your work email account or calendar and you cannot access your work Wi-Fi connection or VPN connection after you deactivate your device.

**Before you begin:** Make sure that your device is connected to the wireless network.

1. On the BlackBerry UEM Client home screen, tap  > **About**.
2. Tap **Deactivate**.
3. Tap **OK**.

**After you finish:** [Delete the BlackBerry UEM Client](#)

## Delete the BlackBerry UEM Client

If you delete the BlackBerry UEM Client from your device, you cannot activate your device.

**Before you begin:** [Deactivate your device](#)

1. Navigate to **Settings > Applications > Manage Applications** and tap **UEM Client**.
2. Tap **Uninstall**.
3. Tap **OK**.

**After you finish:** If you want to activate your device, reinstall the BlackBerry UEM Client on your device. You might need a new activation password. Use BlackBerry UEM Self-Service to create an activation password, or contact your administrator.

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